

VERMONT DEPARTMENT OF AGING & DISABILITIES CASE MANAGEMENT CERTIFICATION PROCEDURES

The Department of Aging and Disabilities (DA&D) recognizes that quality case management is a critical part of our long-term care system. DA&D's goal is to help older adults and younger adults with physical disabilities live with dignity and independence in the settings they prefer. In order to ensure the statewide quality of case management services offered to these individuals, DA&D in partnership with Vermont's Area Agencies on Aging and Home Health Agencies, has instituted a Case Management Certification Program. This certification program applies to individuals providing case management as a service of the Department's Medicaid Waiver programs and for individuals providing case management as part of the services authorized under the Older Americans Act through the State Unit on Aging and the Area Agencies on Aging. The designation of "Certified Case Manager" signifies that the case manager possesses the knowledge, skills and experience required to render appropriate services based on the DA&D Case Management Standards and sound principles of practice.

This document outlines case management certification procedures. It also defines the process by which certification is obtained, maintained and, if necessary, revoked.

1. Individuals providing case management must pass the DA&D Case Management Certification Exam. The Certification Exam must be taken by the time a case manager has completed her/his first year of employment, dependant upon when the next exam date is scheduled. The Case Management Certification Exam will be offered at least two times a year. Case managers who have been employed 6 – 12 months should consult with their supervisor to determine if they are prepared to take the exam. It is recommended that case managers within their first 6 months of employment not take the exam unless they have substantial prior, relevant experience. It will be the decision of the case management agency whether or not a case manager with less than 6 months experience is to be registered to take the exam. Individuals who pass the exam will be designated as "Certified Case Managers".
2. The following procedures will be used each time a Case Management Certification Exam is offered:
 - a. DA&D will send out a registration form to all Area Agencies on Aging (AAA) and Home Health Agencies (HHA), herein after referred to as case management agencies, with a date in which the registration form is due back. Registrations received after that date will not be accepted;
 - b. The case management agency contact registers the names of all case managers to take the exam;
 - c. DA&D staff returns names/assigned number to the case management agency contact person and seals the names/numbers at the Department;
 - d. At the exam case managers will put their assigned number on the exam. The case manager's name will not appear on the exam;

- e. An independent third party will score the exams. This person sees only the number assigned to the case manager and will not know the identity of the case manager. He/she grades the exam as Passed/Failed;
 - f. The results are returned to DA&D. DA&D also reviews any exams where the deciding factor in passing/failing might be the scoring on the action plan portion of the exam;
 - g. The case management agency is notified of those case managers who pass the exam with brief summaries of any problem areas. The DA&D will provide certificates for all case managers who pass the exam;
 - h. The case management agency is notified of the case managers, if any, who have failed the exam and a summary of problem areas is provided. At the time of notification, the Department will provide the date of the make-up exam. The make-up exam will be scheduled within 90 days of the previous exam. The case management agency is responsible for additional training for case managers;
 - i. If a case manager passes the second test – DA&D will send a brief summary and certificate to the case management agency;
 - j. If a case manager fails the second test –DA&D will provide feedback on areas where additional training may be beneficial. The case manager cannot practice case management until the exam is passed. At least 6 months must pass before the individual can take the exam for a third time. It will be the decision of the case management agency whether or not to register a case manager to take the exam for the third time.
3. Case managers are expected to continue professional development after obtaining certification. Case managers who have been approved for certification must participate in a minimum of 20 hours of professional development education or training annually to maintain certification. Agency workshops and training events may fulfill this requirement, as may training sponsored by the Department of Aging & Disabilities, as long as the subject matter pertains to the continued development of quality case management services. The case management agency shall maintain documentation on professional development for each case manager.
4. Certification will remain in effect unless revoked due to clear evidence that quality case management services, consistent with the DA&D Case Management Standards, are not being provided and/or professional development and training has not been maintained. Where the Department has reason to believe that a case manager is not providing quality services, the following actions will occur:
- a. DA&D will contact the agency case management supervisor and executive director to discuss the concerns and will proceed with an investigation of the concerns following DA&D's policies and procedures for investigation of complaints. The agency will then evaluate the case manager's performance following DA&D written procedures. Based upon the outcome of the

agency's investigation DA&D will then make a determination regarding continued certification of the case manager.

- b. When DA&D determines that it is necessary to revoke certification the case manager may not provide case management services, unless the Commissioner of DA&D grants provisional certification. A request for provisional certification must be submitted in writing within 30 days of receipt of notification to revoke certification.